



# PSC NEWS

## Missouri Public Service Commission

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**FOR IMMEDIATE RELEASE**

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### **PSC APPROVES AGREEMENT REACHED IN AQUA MISSOURI WATER RATE CASE**

JEFFERSON CITY---The Missouri Public Service Commission has approved a unanimous agreement filed by Aqua Missouri, the PSC Staff and the Office of the Public Counsel which authorizes the company to increase water rates for Aqua Missouri customers in its seven southwest Missouri service areas.

This increase, which is the first rate increase for customers in these service areas since 1992, reflects increases in the company's operating and maintenance expenses. The rate increase will take effect October 11, 2006.

Aqua Missouri, Inc. submitted its rate increase request on May 17, 2005, seeking to increase its water operating revenues by approximately \$330,460 a year.

The Staff of the Missouri Public Service Commission conducted a thorough audit of the books and records of Aqua Missouri, Inc. Based upon that audit, the PSC Staff initially recommended a water operating revenue increase of approximately \$159,940 a year. The Company, the PSC Staff and the Office of the Public Counsel ultimately agreed to an increase of approximately \$109,120 a year in water operating revenues. The Office of the Public Counsel represents the general public in cases before the Commission.

Current monthly bills for a residential customer using 5,000 gallons of water a month and monthly bills as a result of this rate case decision appear below:

<b><u>Service Area</u></b>	<b><u>Monthly Bill at Current Rates</u></b>	<b><u>Monthly Bill at Agreed-upon Rates</u></b>
Lakewood Manor	\$15.71	\$30.33
LTA	\$14.41	\$24.32
Ozark Mountain	\$19.95	\$28.96
Rankin Acres	\$22.34	\$24.73
Riverside Estates	\$22.29	\$26.52
Spring Valley	\$22.58	\$34.68
White Branch	\$16.88	\$25.36

As part of the agreement reached in this case, Aqua Missouri, Inc. will:

- ✓ Initiate efforts within its Call Center to ensure that the appropriate Company personnel are notified of customers requiring additional information and develop procedures to verify that the necessary follow-up actually occurs;
- ✓ Establish a practice of recording all customer contacts that occur at the Company's Jefferson City office;

(more)

- ✓ Investigate specific customer complaints about the lack of information regarding planned outages and determine where the Company's internal communication procedure may not have been followed;
- ✓ Implement a ten year replacement program for its existing meters.

In addition, Aqua Missouri, Inc. is required to file a report indicating what steps it has taken to review and remedy customer service complaints with regards to comments made at PSC local public hearings held in Jefferson City, Point Lookout, Reeds Spring and Sedalia.

Aqua Missouri, Inc. serves approximately 1,400 water customers in its Taney, Benton, Greene, Stone, Barry and Christian County service areas (121 customers in Spring Valley, 252 customers in Riverside Estates, 90 customers in Rankin Acres, 434 customers in Ozark Mountain, 252 customers in LTA, 34 customers in Lakewood Manor and 192 customers in White Branch).